DOCUMENT RESUME

ED 167 681 UD 019 195

TITLE	Summer Food Service Program for Children. Monitor's Handbook.
INSTITUTION	Food and Nutrition Service (DOA), Washington, D.C.
PUB DATE	Feb 79
NOTE	20p.; For a related document, see ED 156 773; Not available in hard copy due to reproduction quality of the original document; Parts of this document may be marginally legible due to its original print quality
EDRS PRICE	MF-$0.83 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS	Breakfast Programs; Elementary Secondary Education; Federal Programs; *Food Service; *Food Service Workers; Lunch Programs; *Management Systems; *Manuals; *Nutrition; Program Evaluation

ABSTRACT

In this handbook, monitors of food service programs for children are given instructions concerning their general responsibilities, training session requirements, meal requirements, daily record keeping, and specific responsibilities. Site review forms for vended programs are included. (WI)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

MAR 5 1979

Summer Food Service Program for Children

Monitor's Handbook

United States Department of Agriculture

Food and Nutrition Service

FNS-179

SCOPE OF INTEREST NOTICE

The ERIC Facility has assigned this document for processing to: UD PS

In our judgement, this document is also of interest to the clearinghouses noted to the right. Indexing should reflect their special points of view.

ED167681

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

UDO19195

Contents

Page	
1	Introduction
4	Meal Requirements
6	Daily Records
7	Specific Responsibilities
11	Vended Program - Monitor Site Review Form
15	Onsite Preparation - Monitor Review Form

Revised February 1979

Rules for acceptance and participation in this program are the same for all, without regard to race, color, handicap, or national origin.

Introduction

This handbook has been prepared to give monitors a working knowledge of their duties and responsibilities. In addition, the handbook can be a useful instrument to help the monitor train site workers.

The Summer Food Service Program for Children provides a food service during school vacation similar to the meal service offered in the schools during the school year. The program serves children 18 years of age or under in areas where poor economic conditions exist, and in camps where children are individually documented as eligible for free and reduced-price school meals. People over 18 years of age who have been determined by the State agency to be mentally or physically handicapped and who participate in school programs established for the handicapped are also eligible to participate in the program.

General Responsibilities

The monitor's job in the Summer Food Service Program is of particular importance. As a monitor you are the key link between the sponsor and the sites. You are responsible for providing technical assistance, training, and enforcing program regulations. Effective monitoring is needed to make sure that sites operate according to program guidelines, that accurate site records are available to justify payment to the sponsor, and most important, to ensure that children of the community are getting nutritious meals. To be an effective monitor, it is essential that you know the program requirements so that problems you find at the sites can be resolved quickly.

As a sponsor representative it is important to develop and maintain a cooperative relationship with site directors and staff. Open communication between monitors and site staff depends on everyone knowing that you will work with the site to help correct problems and provide additional training if necessary. Open communication with your supervisor is also essential so that the sponsor is aware of any site problems and what is being done to resolve them.

Training

Your organization is required to hold training sessions on program duties for monitors and other sponsor personnel. At the training session your duties and responsibilities will be explained to you. You will receive the monitor review form and any other records you might be responsible for, such as

Introduction

mileage records and weekly summary sheets. You will be given your area of assignment. You should become familiar with the approved application sheets for those sites you will be visiting. These forms describe the staffing pattern, method of meal preparation, meal services and times, and average daily attendance for which the sites have been approved. Be certain to know your sponsor's procedures for adjusting meal deliveries, reporting complaints to the vendor, and collecting site records. You will be asked to attend the training session required for monitors and site supervisors. This meeting will introduce you to site supervisors with whom you will be working directly and familiarize you with the specific duties of site supervisors.

Monitor Responsibilities

In some instances, sponsor monitors will be asked to make visits before the program begins to the food service sites. In applying for this program, a sponsor must certify that all sites where it plans to conduct a food service have been visited before the program begins and have the capability and the facilities for the meal service planned for the number of children they anticipate serving. In making these visits, you will be asked to verify information listed on the site sheet such as address, storage, holding and preparation facilities, and serving capacity. You will also want to record the date and names of persons you spoke with during these visits.

The sponsoring organization will be financially responsible for any meals that are served incorrectly or are served to ineligible people. This could mean a substantial loss of money to the sponsor if problems at the sites are not corrected. Your responsibilities as a monitor will differ depending on whether meals are delivered to your site by a food company or prepared at the site. The specifics of each are discussed in this handbook. This handbook provides guidance for the monitoring of both vended and onsite programs. As an official representative of the sponsor, you will be responsible for:

* Checking site operations to ensure that records are maintained and that the program is operating in accordance with requirements.

Introduction

* Visiting all assigned sites within the first week of operation, to ensure that the food service is operating smoothly and that any adjustments or problems are taken care of.

* Reviewing food service operations of all assigned sites within the first 4 weeks of operation to thoroughly examine the meal service from start to finish, correcting problems and providing additional training where necessary.

* Revisiting sites, as necessary, to collect records or deliver forms.

* Preparing reports of your visits to the sites and ensuring that the reports are included in an official file for each site.

* Suggesting corrective action to the site supervisor for problems encountered.

* Informing sponsor officials about problems found and ensuring corrective action is carried out.

* Conducting site training as necessary.

A monitor review form must be completed after each review. This form includes the reviewer's arrival and departure time, site supervisor's signature or the signature of the person you talked to, certification statement of violations found, corrective action taken, and time and number of meals served. These forms are required records for the sponsor. It is important to thoroughly explain the specific nature and extent of any problems and the action to be taken to correct these problems. For example, writing "19 meals served without milk" and documenting the action the site director agrees to take to correct the situation.

Many people working at sites may not be familiar with operating food service programs or accustomed to maintaining records. During many reviews and visits, it will be necessary to explain the importance of complying with program rules and to show how operations can be improved. This type of ongoing training of site personnel is a basic responsibi-

Meal Requirements

lity of each monitor. You should be alert to the need to train promptly any new site workers who have not been trained sufficiently by the sponsor in program requirements. Once again, it is important to document this training on your report.

During each review or visit, discuss any concerns or problems of the site supervisor or other site staff. Encourage the site supervisor to call the sponsor's office immediately when help is needed.

Site Activities

Know the activity schedule of each assigned site. If the site will not be open on a certain day, it is essential for the sponsor to be alerted in advance so that the vendor can be notified and meal deliveries can be canceled. If the site is planning a field trip, the sponsor must notify the vendor of the change. He must also notify the administering agency, which must approve meal delivery to the place where the children will be that day. Sometimes sponsors experience problems because sites close earlier than planned. Keep informed about the plans of each site director. Make sure your supervisor is promptly notified if the site will close earlier than the date planned on the site information sheet.

Meal Requirements

Meal Patterns

As a monitor, you will check meals at sites to see that meal patterns are being met. Meal requirements for this program assure well-balanced, nutritious meals that supply the kinds and amounts of foods children need to help meet their nutrient and energy needs. The following are minimum requirements for each meal:

Minimum Requirements

BREAKFAST	
*Fluid Milk	1/2 pint (1 cup)
*Vegetable Juice or Fruit Juice or *Vegetable or Fruit	4 fluid ounces (1/2 cup)
*Bread or Cereal (one of the following or a combination to give equivalent quantities)	
Bread or	1 slice
Cereal	3/4 cup or 1 ounce whichever is less

Meal Requirements

SNACK (Supplemental food) (two of the following four components)	
*Fluid Milk	1/2 pint (1 cup)
*Meat or Meat Alternate	1 ounce
*Fruit or Vegetable Juice (not to be served with milk) or	6 fluid ounces
Fruit or Vegetable	3/4 cup
*Bread or Cereal (one of the following or a combination to give equivalent quantities)	
Bread or	1 slice
Cereal	3/4 cup or 1 ounce whichever is less

LUNCH OR SUPPER	
*Fluid Milk	1/2 pint (1 cup)
*Meat or Meat Alternate (one of the following or a combination to give equivalent amounts)	
Cooked meat, poultry, or fish or	2 ounces
Cheese or	2 ounces
Egg or	1 egg
Cooked dry beans or peas or	1 cup
Peanut butter	4 tablespoons
*Vegetable or Fruit or both (two or more) (Full-strength vegetable or fruit juice may be counted as not more than 1/4 cup of this requirement)	3/4 cup (two or more)
*Bread	1 slice

Daily Records

Monitoring Meals

Study the meal patterns and learn to recognize deficiencies. Remember that each meal must contain all required components and that all components must meet the minimum size. If meals are incomplete or quantities are too small or food is spoiled, the children are not getting the nutritious meal for which the sponsor is paying. It is particularly important that children not eat any food which is spoiled. Spoiled food, juice, or milk can make the children sick. Make sure site personnel do not serve any spoiled meals to the children. Site supervisors should be recording any deficiencies on the delivery receipts and discussing any problems with you. You should immediately report any problems with deliveries or meals to your supervisor so that the vendor can be promptly notified.

Unitized Meals

All meals must be served as units. This means that each component of the meal must be served at the same time to the child. Sometimes, site workers will split up a meal between children or serve an incomplete meal to a child. Whether the meal is prepared onsite or delivered by a vendor, the entire meal must be served to each child as a complete meal. The nutritional value of the meal depends upon all the components being served. Serving them separately is a serious violation.

The recordkeeping system depends on records of meals served as units to children and adults. Your sponsor's reimbursement depends on the recordkeeping system.

When to Serve Meals

Three hours must elapse between the beginning of one meal service or snack and the beginning of another. But if no snack is served between lunch and supper, supper must be served at least 4 hours after the beginning of the lunch service. The service of supper shall begin no later than 7 p.m. and end no later than 8 p.m. None of these time restrictions apply if the site is considered to be a camp. Lunch or supper service cannot last more than 2 hours. Breakfast or snack cannot last more than 1 hour. Meals must be served only during designated meal service times.

Daily Records

Record Requirements

Sponsors will provide the sites with a daily meal record sheet. These records are very important. They must be completed daily for collection or returned to the sponsor's office. The sponsor will receive reimbursement for the

meals served based on daily records kept by the sites. If the sites don't keep records, the sponsor will not receive money for the meals served at the site. Site records must be kept accurate and must be completed at the end of the meal. These records must include:

* The number of meals delivered or prepared, by type (breakfast, snack, lunch, supper). This information must be supported by a signed delivery receipt in the case of of vended programs. A designee of the sponsor must verify the adequacy and number of meals delivered.

* The number of children in attendance.

* The number of meals served to children, by type, based on actual count.

* The number of second meals served to children, if any.

* The number of meals served to program adults and non-program adults, if any.

* The amount of money, if any, received from program adults.

* The number of hours that each paid food service employee worked on food service, if applicable.

Site Forms

If your responsibilities include collecting site forms and delivery receipts, be sure to keep collections on schedule. If records cannot be obtained from a particular site, this is a serious problem which your sponsor should know about immediately. Familiarize yourself with the forms to be used for this purpose. Since you will be assisting site supervisors in the proper use of these forms, it is important that you be thoroughly familiar with them.

Specific Responsibilities

Meal Service Administration

Experience has shown that constant monitoring of the food service at sites is necessary to ensure good meal quality. Problems need to be solved quickly and routinely.

Specific Responsibilities

As a monitor, you need to remind site supervisors often of their responsibility to promptly report changes in site attendance (up or down) to the sponsor. Make certain that the site supervisor understands the importance of adjusting meal deliveries and how to report attendance changes. Experience has shown that attendance drops during the summer at many sites, without the sponsor being notified. When this happens, too many meals are delivered and food and money are wasted. Guard against over-ordering. It is a serious violation. If a site is receiving too many meals, you should emphasize the need to adjust deliveries to the site director and report the need for an adjustment in deliveries to your sponsor. You must know your sponsor's procedures to transfer, return, or stop meals. If no holding faciiities (refrigeration) are available at sites, meal delivery must be within 1 hour of each meal service.

Daily Record Reviews

Review the daily records kept by the site. Are all forms completed and signed? Does the information on the delivery receipts match the information on the forms? Is a signed delivery receipt available to show deliveries for all meals served? Are the same number of meals reported, served each day? If yes, this may mean that no one is actually counting the number of meals served.

Review Procedure

Before reviewing the sites, you should be familiar with the information on the site information sheets and know the meal delivery schedules (time of delivery, type of meal, and number of meals) and cycle menu for each site. As the summer progresses, you should be familiar with the results of any prior reviews or visits and the records submitted by the site. In conducting a review:

* Plan to arrive at the site before the delivery or serving of meals.

* Observe the delivery or serving of meals. Are meals handled according to local health codes (refrigerated truck operating at correct temperature, etc.)? Are meals delivered on time?

* For vended sites, count the number of meals delivered. Does the number of delivered equal the number ordered? Does the delivery receipt show the correct number delivered? Are all meals complete? Are any items spoiled?

Specific Responsibilities

* Instruct the site supervisor to sign only for delivered meals which are complete and wholesome. The site supervisor should not accept poor or incomplete meals or meals which are wholly or partially spoiled.

* Make sure the site supervisor signs only accurate delivery receipts.

* Compare the meal delivered or prepared with the cycle menu. Was the scheduled meal delivered or prepared that day?

* Review daily records kept by the site.

* Check receiving reports if meals are prepared onsite.

* Check purchasing invoices if meals are prepared onsite.

* Observe the meal service. Is it during the appropriate hours? Are children given complete meals? Is only one meal given to each child? Are unauthorized adults served? Are all meals eaten at the site? Is a site worker counting the meals as they are being served?

* Count the number of meals served to children.

* Count the number of ineligible meals and note the reason.

* Check plate waste for acceptability of menu items.

* Stay at the site until the meal service is complete. Are meals served after the 2 hour time limit? Were "seconds" recorded?

* Are there many leftovers? Does the site supervisor make adjustments in the meal order as necessary?

* Complete the monitor's review form. Record your arrival and departure time. Record all violations and corrective action taken.

* Make corrections on site, if possible.

* Report problems to the sponsor.

Specific Responsibilities

	* Schedule a revisit, if necessary. * Observe the preparing of a meal if meals are not delivered. Are raw fruits and vegetables thoroughly washed before cooking and serving? * Are workers meeting the health standards set by State and local authorities?
Accuracy of Records	Site supervisors must be made aware that complete and accurate daily records at the site level are the only ways to document program performance and guarantee reimbursement. The sole basis for reporting the number of meals served is accurate daily records signed by the site supervisors which account for all categories of meals served.
Comments and Suggestions	As a management tool, the sponsor will ask for your comments and suggestions at the end of the program. You as a monitor should think about ways the program can be improved and include these in your recommendations.

Vended Program-Monitor Site Review Form

Vended Programs Monitor Site Review Form

Two copies of this form should be filled out. One should be left with the site supervisor and one turned in to the sponsor.

VENDED PROGRAMS
MONITOR SITE REVIEW FORM

Monitor's arrival time _____ Departure time _____

Sponsor _____ Name of site _____

Date of review _____ Address _____

Phone _____

Site supervisor _____
Name and title of person
contacted at site _____

Regular site _____ Camp site _____

Approved ADP _____ Attendance on day of visit _____
(Average daily participation)
Number eligible for free and reduced-price meals (camp only)
_____

Type(s) of meal service reviewed _____

	TYPE OF MEAL				
DAY OF VISIT:	B	S(a.m.)	L	S(p.m.)	S
# meals delivered					
Time meals delivered					
Time meals served					
# meals served to children					
# meals served as seconds					
# meals served to program adults					
# meals served to nonprogram adults					

Vended Program-
Monitor Site Review Form

Vended Programs Monitor Site Review Form

MAJOR VIOLATIONS	ACTUAL COUNT	TYPE OF MEAL
1. Nonprogram adult meals claimed for reimbursement		
2. Offsite consumption (children)		
3. More than one meal per child		
4. Meal pattern not met (specify)		
5. Meals not served as a unit		
6. Meal times not adhered to		

CHECK AT RIGHT IF FOLLOWING APPLY
(Explain any checked items on the next page)

5. No records _____
6. Incomplete records _____
7. Poor sanitation _____
8. Other _____

	YES	NO	
1.	____	____	Does staffing pattern correspond to that listed on approved site sheet?
2.	____	____	Has site supervisor attended training session?
3.	____	____	Does site supervisor use site handbook?
4.	____	____	Does site have sufficient food service supervision?
5.	____	____	Are meals counted before delivery receipt is signed?
6.	____	____	Are meal counts taken of meals served?

Vended Program-Monitor Site Review Form

Vended Programs Monitor Site Review Form

7.	____	____	Do meals meet approved menu?
8.	____	____	Do meals meet requirements?
9.	____	____	Are meals checked for quality?
10.	____	____	Is there proper sanitation/storage?
11.	____	____	Is site following procedure established to make meal order adjustments?
12.	____	____	Are meals served within time frames?
13.	____	____	Does site have a place to serve children meals in case of inclement weather?
14.	____	____	Is meal served as a unit?
15.	____	____	Is the meal delivery schedule adhered to?
16.	____	____	Are there provisions for storing or returning excess meals?
17.	____	____	Is there documentation of children eligible for free and reduced-price meals, if applicable?

EXPLAIN ANY "NO" ANSWERS BELOW:

Corrective action discussed with (Name and title): _____

Vended Program-
Monitor Site Review Form

Vended Program-Monitor Site Review Form

Corrective action taken:

Site supervisor's comments:

Further action needed by: _____

I certify that the above information is correct.

_____ _____

Monitor signature Site supervisor signature

_____ _____

Date Date

Onsite Preparation-Monitor Review Form

Onsite Preparation-Monitor Review Form

Sponsor _____ Site _____

Site address _____

Date of review _____ Phone _____

Monitor's arrival time _____ Departure time _____

Site supervisor _____

Name and title of person contacted at site _____

Regular site _____ Camp site _____

Approved average daily participation (ADP) _____

Attendance on day of visit _____

Type(s) of meal service reviewed _____

Day of visit	Breakfast	Snack	Lunch	Snack	Supper
# meals prepared					
Time which meals were served					
# meals served to children					
# meals served as seconds					
# meals served to program adults					

Onsite Preparation-Monitor Review Form

Onsite Preparation Monitor Review Form

Food	Quality used	Allowable servings per unit	Number of servings total available	total needed	short
Other foods					

YES NO

___ ___ Are meals served as a unit?

___ ___ Did meal meet menu as planned?

___ ___ Were all requirements met?

___ ___ Are all children fed onsite?

___ ___ Are meals planned with one meal per child in mind?

___ ___ Are meal counts taken of meals served?

___ ___ Are meal production records kept?

___ ___ Is required health department certification available for inspection?

___ ___ Is an inventory record being kept?

___ ___ Are receiving reports and purchase invoices kept?

___ ___ Does staffing pattern correspond to that listed on approved site application sheet?

___ ___ Has site supervisor attended training session?

___ ___ Are program aids being used?

Onsite Preparation-Monitor Review Form

Onsite Preparation Monitor Review Form

____ ____ Is there proper sanitation and storage?

____ ____ Are meals served within time frames?

____ ____ Are records of adult meals kept?

____ ____ Is there documentation of children eligible for free and reduced-price meals if applicable?

Corrective action discussed with (name and title): _____

_____

Corrective action taken:

Site supervisor's comments:

Further action needed by: _____

I certify that the above information is correct.

_____ _____

Monitor signature Site supervisor signature

_____ _____

Date Date